



**13<sup>th</sup> Judicial Circuit Court**

# **Technology Services 2011 Annual Report**

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Technology Services Supervisor**

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## STAFF AND RESPONSIBILITIES

The Technology Services unit of the 13<sup>th</sup> Circuit is staffed by 3 people:

### **Steve Smith, Supervisor**

- Staff Supervision
- Technical Project Management
- Hardware, Software and Network Management
- Applications Development
- Technology Bid & Contract Preparation and Review

### **Chris Fishman-Weaver**

- Hardware, Software and Network Management
- Help Desk & End-User Support
- Training & User Manuals

### **Nicholas Stultz**

- Applications Development

### **Staff Changes**

There were no staff changes in 2011.

## CONFIGURATION OVERVIEW

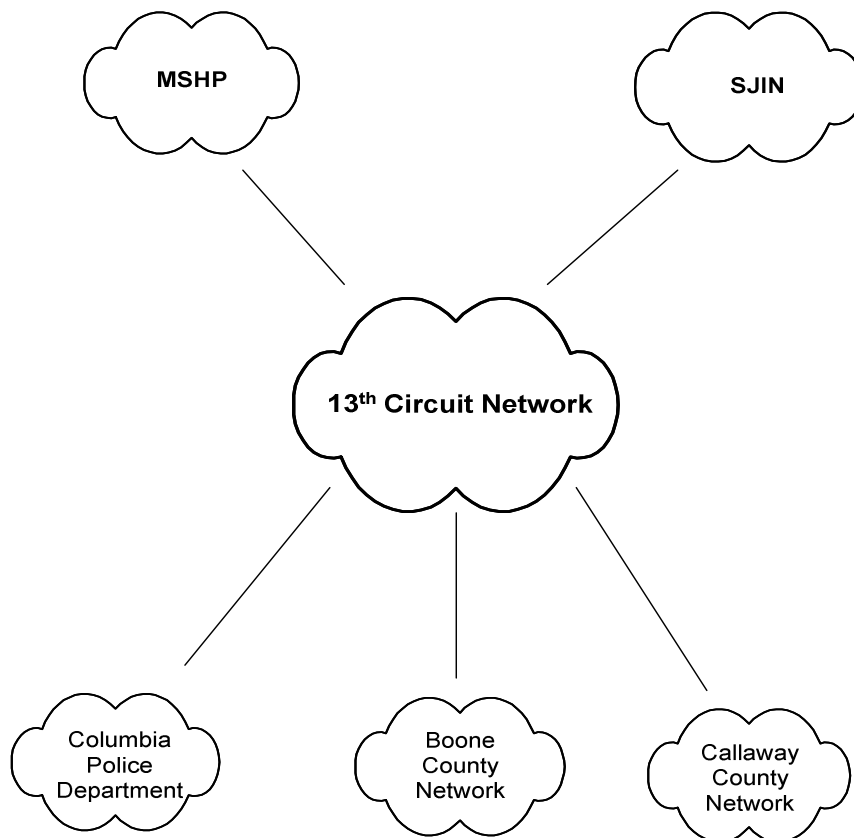
The computer network utilized by the 13<sup>th</sup> Circuit is part of the larger Statewide Judicial Information Network (SJIN) managed by the Office of State Courts Administrator (OSCA). The SJIN is the backbone that interconnects all trial and appellate courts in Missouri.

OSCA provides to the courts certain hardware components and software products utilized by all sites including file, print & database servers, communications devices and other myriad technical devices that allow components to work seamlessly. Over the years many of these services have been consolidated into two judicial data centers located in different geographical locations within Missouri.

OSCA provides and manages major software products such as the court case management software (JIS), juror software (JMS), email, office automation products, Case.Net and “Your Missouri Courts” (the judicial website) among others.

Technical components unique to the 13<sup>th</sup> Circuit are located within the Boone and Callaway county locations and managed by Technology Services staff. The unit develops and manages software applications used solely by the 13<sup>th</sup> Circuit. It also installs and manages purchased “off-the-shelf” software not provided by OSCA such as accounting, statistical analysis, and various office automation products.

Additionally, the 13<sup>th</sup> Circuit network interacts with the networks of Boone County, Callaway County, the Columbia Police Department, and the Missouri State Highway Patrol. The result is a blended responsibility and cooperation among circuit, state and local government entities.



## INVENTORY - HARDWARE

### Servers

There are multiple servers located in the Boone County Courthouse server room. There are no servers located in the Callaway County facilities.

#### BNEWCMNEMO – Data Repository

BNEWCMNEMO is a workstation located in the Boone courthouse server room running the Windows XP operating system and used for data storage. It provides a backup location for the court reporters' Case Catalyst, and for sound recordings made in the Boone courthouse.

Nemo was purchased with funds provided by Boone County.

#### BNEIN1301 – Public Web Server

In 2011 the 13<sup>th</sup> Circuit deployed its first public internet application - the Attorney Conflict Calendar. The application resides on a Linux server and is connected to the internet via a DSL modem. As other internet-based applications are developed they are anticipated to reside on this server as well.

BNEIN1301 was purchased with funds provided by the Administration of Justice Fund.

#### BNEAS1301 – Applications Server

In the Fall of 2010 the 13<sup>th</sup> Circuit acquired a surplus server from the Office of State Courts Administrator (OSCA). This server has 6 GB of RAM and approximately 240 GB of disk space in a RAID configuration for a total of 120 GB usable space.

The intent of this server is to host applications that, for technical reasons, should not reside offsite in the judiciary's data centers. Currently CCTS, Fines & Costs, and Court Services are hosted on this server. As other applications are written/re-written they will likely reside on this server.

BNEAS1301 was originally purchased by OSCA, later surplused to the 13<sup>th</sup> Circuit, and is now the property of the 13<sup>th</sup> Circuit.

### Workstations

The 13<sup>th</sup> Circuit utilizes approximately 192 workstations (99 provided by the state) and approximately 25 notebook computers. The operating system for most devices is Windows XP.

### Printers

The 13<sup>th</sup> Circuit utilizes approximately 81 network and local printers, 7 of which are provided by the state.

### Video-Conferencing

The circuit utilizes video-conferencing equipment to help reduce overall costs for staff travel for meetings and prisoner transport. There are five mobile units and units built into the ground level and 3 West courtrooms of the Boone County Courthouse.

### Conference Telephones

The Boone County Circuit Court routinely sees case participants who either do not speak English fluently, or do not speak English at all. The court sometimes accommodates non-English speakers by using phone interpreter services through Language Select or Language Line whereby interpreters are available on short notice to provide language interpreting services over the telephone.

### Other Courtroom Technology

Each of the courtrooms has a sound system. Additionally, the 3 West courtroom in the Boone County Courthouse has several technology components for evidence presentation, teleconferencing and video conferencing.

The Technology Services unit can also provide portable document cameras, LCD projectors and projection screens as needed.

## INVENTORY – SOFTWARE

NOTE: This lists the major products in use, but is not an exhaustive list of software items.

### Enterprise Software

Product	Primary Use
Windows XP	Operating system
Office XP	Office automation
JIS	Court case management
OSCA Reports	Court case reporting
COGNOS	Ad-hoc reporting
JMS/JUROR	Jury management
Lotus Notes	Email, calendaring, instant messaging, & applications
Case.net	Court case viewing online
MACSS	Mo Automated Child Support System
Office XP	Office automation software (word processing, spreadsheets)
FTR	Courtroom sound recording

### Software Developed by Technology Services

Product	Primary Use
Court Services	Client management (bonds, detention, etc.)
Fines & Costs	Client management (fines, costs)
CCTS	Modules for Focus on Kids, JJC Case Management
Technology Assets	Manage technology inventory
Contracts Repository	Manage local procurement / management contracts
Attorney Conflict Calendar	Reporting calendar conflicts for attorneys

### Other Third-Party Software

Case Catalyst	Court reporter transcription
Quickbooks	Juvenile office accounting
Nutrikids	Track nutritional information at JJC
Records Management	Track arrests, booking information
Dreamweaver	Web site management
Cookin' with Pillsbury	Recipe management for JJC
ProxiGuard	Detention checks at JJC

## 2011 DEVELOPMENTS

### Attorney Conflict Calendar

Some court cases go to trial. Once it's determined a trial date is required for a given case it is put on the 'trial setting docket'. This action triggers court staff to identify an appropriate date for the trial to begin.

Several factors must be considered including availability of attorneys, availability of judges, existing cases set for trial, and other factors. The analysis of these factors is largely manual and exceedingly tedious.

The 13th Circuit is undertaking a two-phase process to automate the decision-making process. The first phase, implemented on September 1, 2011, was designed to electronically capture and record calendar conflicts of attorneys. The **Attorney Conflict Calendar** is a web-based application which allows attorneys and law firm staff to record calendar conflicts online.

Effective September 1, 2011, all attorneys wishing to inform the court of calendar conflicts must use the new application. This first phase was required to be operational before the next phase, the **Case Scheduler** scheduled for development in 2012, can be completed.

### Website

In 2011, the 13th Circuit undertook a major project to upgrade its website and offer relevant, timely content. To facilitate this change a Web Committee was organized in January 2011.

The Web Committee consisted of members from offices of the Court Administrator, Juvenile, the Boone Circuit Clerk, the Callaway Circuit Clerk, and Technology Services. The overall goal of the committee was to identify and recommend improvements.

During the review of the former website several problem areas were identified including:

- out-of-date information,
- a limited number of forms,
- content oriented more toward Boone county with limited information regarding Callaway county services,
- web page changes required to be performed by Technology Services staff using manually-coded HTML (no web design software in use), and
- no method to search for specific content.

The Web Committee met several times in 2011. After several high-level design decisions were made, website management software was purchased mid-year and the web site architecture was implemented. During the latter half of 2011 web page content was drafted and submitted by the various units.

On 12/30/2011 the improved website, located at <http://www.courts.mo.gov/hosted/circuit13>, was launched.

### Website Features

The new 13th Circuit website boasts several new features including:

- a 13th-circuit centric orientation,
- improved content organization and navigation,
- site search,
- daily posting of dockets, courtroom assignments, and juror reporting instructions,
- numerous forms and annual reports,
- current job postings,
- web page translation into other languages,
- a consistent look-and-feel,
- a standard 'last updated' note on each page, and
- a central listing of all available court programs.

### Print Server Consolidation

Network printers are centrally managed by the Office of State Courts Administrator (OSCA). Printing services for Callaway County was

consolidated in 2010. Until 2011, printing services for Boone County Circuit Court printers were handled by a print server located in the Boone County Courthouse server room.

As part of an overall cost-saving measure, OSCA continues to consolidate various network services. In 2011 printing services for Boone County were consolidated by OSCA to one of its data centers.

## Off-Site Storage of Data

Prior to 2010 much of the electronic data used by the 13<sup>th</sup> Circuit was housed on servers located in the courthouses of Boone and Callaway counties. Information stored on these servers included applications and data provided and managed by the Office of State Courts Administrator (OSCA). In addition, locally developed and managed data and applications such as Court Reporter files, Court Services information, and more were also stored. OSCA performed nightly backups of all data on courthouse servers.

In 2010 much of the 13<sup>th</sup> Circuit's electronic data was consolidated by OSCA and hosted off-site in OSCA's data centers. OSCA manages these facilities and safeguards much of the judiciary's data in these locations. Much, but not all, of the 13<sup>th</sup> Circuit's data was consolidated to OSCA's data centers. Not included in that consolidation were the court transcripts prepared by the Court Reporters, FTR sound recordings, and other assorted data.

Court Reporter electronic documents are typically stored both on the individual Court Reporter's workstations and also on a central server. Likewise, FTR sound recordings are stored on the workstation on which they are originally recorded and also burned to CD. In 2010, Technology Services staff also began daily backups of the FTR workstations in the Boone courthouse to the central server.

Having the electronic media stored in multiple locations helps to safeguard the information should one of the media storage devices fail. While the electronic documents prepared by the Court Reporters were being duplicated across multiple locations, all locations

were physically located within the Boone County Courthouse. This presented a potential for losing electronic files should a disaster befall the courthouse.

In early 2011, staff from the 13<sup>th</sup> Circuit and OSCA met to discuss this potential problem. OSCA agreed to provide off-site storage for all data except the FTR sound recordings. In April 2011, OSCA installed a dedicated Network Attached Storage (NAS) device and the circuit began storing the remaining files, except FTR sound recordings, to this additional off-site location.

The 13<sup>th</sup> Circuit plans to purchase a separate NAS device in 2012 to begin providing off-site storage for FTR sound recordings, at which time the CD replication may be eliminated.

## Training

The Technology Services unit routinely conducts training and demonstration on technology-related topics. Typical topics include:

- 3 West Courtroom Technologies
- Video Conferencing Fundamentals
- WebNotes (email access via a web browser)
- Getting More out of Lotus Notes (the court's email and calendaring groupware product)

In 2011, approximately 210 court employees and others received in excess of 275 combined hours of technology-related training or demonstrations.

In September 2011, the new Attorney Conflict Calendar application was implemented. This application collects and reports monthly on calendar conflicts. Several informational sessions were held in the weeks prior to implementation to acquaint interested attorneys and their staff with the new process.

Boone County utilizes the services of a web-based product from the Virtual Training Company (vtc.com). In 2011, use of this service was extended to court staff. VTC offers hundreds of technology-related courses including software utilized by the 13<sup>th</sup> Circuit.



## **Callaway Courthouse Wireless**

In early 2011, the Technology Services unit collaborated with both the Office of State Courts Administrator (OSCA) and technology staff from Callaway County to work out a plan to introduce wireless internet access in the Callaway County Courthouse.

Callaway County already had in-place wired internet access to non-court entities such as the Auditor's office and the Collector's office within the Callaway County Courthouse. An agreement was reached that the court could access the internet via the county's router.

Network lines were run to both courtrooms to connect to wireless access points.

In April 2011, the components were installed and configured making wireless access to the internet available to attorneys and other select users in the Callaway County courthouse.

## **Conference Telephones**

The Boone County Circuit Court has seen has seen a steady growth in the need for translation services. In 2010, it purchased a conference telephone for use with the Language Line in courtrooms. In 2011, a second conference telephone was purchased.

## UPCOMING ACTIVITIES

### Case Scheduler

The Attorney Conflict Calendar was put in place in 2011 as the first phase of a two-phase project to automate the process of scheduling cases on the trial setting docket.

The second phase of the process, scheduled for 2012, will see the development of the **Case Scheduler**, a new software application that will evaluate several factors including judge schedules, attorney availability, division calendars, and others to identify proposed dates for trial. This second phase will be designed to automate the manual processes undertaken today.

### Budget/AP Interface

The Court Administrator's office, the Boone Circuit Clerk's office, and the Juvenile Justice Center all presently use an aging Delphi-based Budget program to electronically capture and update budget information. As part of normal process the program prints the payment request that is ultimately sent to the Auditor's office where it is manually re-keyed. In 2012, the Budget program will be modified to electronically submit payment requests thereby negating the need for Auditor's staff to re-key entries.

Technology Services staff are working closely with Boone Information Technology staff in this cooperative process.

### Booking Software

The booking software used by the Boone County Circuit Court is antiquated. The 13th Circuit's Technology Services staff are collaborating with other law enforcement and emergency response departments to develop a coordinated records management system that will include a booking component. The present booking software needs to remain functional until the upgraded software becomes available.

### Windows 7 & Office Automation

The current desktop operating system and office automation suite, Windows XP and

Office XP respectively, will be phased out in the judiciary in favor of Windows 7 (W7) and a new office automation suite, possibly Office 2010 or Lotus Symphony, over the next few years. The Office of State Courts Administrator (OSCA) staff are presently testing all major enterprise applications. The office automation suites (primarily word processing and spreadsheet software) will also be evaluated, particularly for integration in JIS. Once testing is completed these products should be considered 'certified' in the court's environment. OSCA states that mass upgrades to these products throughout the state could begin as early as 2013. However, specific dates for upgrade, particularly for the 13<sup>th</sup> Circuit, are not yet known.

In 2012, Technology Services staff plan to acquire W7 workstations in order to both become familiar with the new operating system in advance of general deployment, and to test existing applications developed by and for the 13<sup>th</sup> Circuit.

### eFiling / eBench & Dual Monitors

The Office of State Courts Administrator (OSCA) is developing applications which allow attorneys to electronically file documents with the court through the internet, and allow court staff (including judges) to view court documents electronically through computer monitors on the judge's bench. OSCA envisions that court dockets could be entirely paper-free by generating dockets electronically, and having the judge process the dockets at the bench.

To process such cases OSCA's model utilizes 2 monitors positioned side-by-side. This dual-monitor configuration provides more screen viewing area so that numerous objects, primarily Case.net, eFiling, and JIS, may appear simultaneously in front of the user thereby reducing the need to constantly raise and lower applications from the Windows task bar.

This model is currently in use in St. Charles County and the Missouri Supreme Court, and is being expanded throughout 2012 to other appellate and circuit courts.

The dual-monitor setup is anticipated to be used primarily by judges, court clerks, and others who use the court case management system on a daily basis. In St. Charles County its use has been extended to courtrooms as well.

It is anticipated that the 13<sup>th</sup> Circuit will follow this model resulting in a need to expand its inventory of computers and monitors accordingly.

## **FTR Backups**

FTR (For The Record) is a software product used to make audio recordings of courtroom proceedings. The audio recordings are stored on the FTR workstations, and are also archived to CD for posterity.

Over time the storage of the CDs requires ever increasing amounts of space.

To alleviate this growing problem the Office of State Courts Administrator (OSCA) recommends the strategy of using a Network Attached Storage (NAS) device to archive sound recordings instead of CDs.

In 2012, the 13<sup>th</sup> Circuit plans to begin using NAS devices in both the Boone and Callaway courthouses.